

## Online Registration at CarlsbadConnect.org

Visit [www.CarlsbadConnect.org](http://www.CarlsbadConnect.org), click on Class Registration to access our online registration program. First-time online registrants will need to create a Client ID and Family PIN. Call any community center to establish your account. Proof of residency will be required. Call our *CarlsbadConnect* Help Line to report any problems with the website at 602-7510.

### Registration Dates

Registration dates are for all Recreation programs: aquatics, camps, classes, senior classes and Senior Safari excursions, special events and trips. Registration will stay open until the classes are full. Please add your name to the waitlist if a class is full so that we will be able to plan for future classes.

The only classes not offered on-line are priority preschool and dance classes.

Please note new priority dates for online registration.

1. **Wednesday, August 12th, 7 am**  
[Resident on-line registration enrollment date.](#)
2. **Monday, August 17th, 7 am**  
[Non-resident on-line registration enrollment date.](#)
3. **Monday, August 31st, 8 am**  
[Mail-in, walk-in, phone-in registration available at all community centers.](#)

### Holidays

Classes are not held on holidays. Makeups are normally on break weeks. Consult your instructor for the exact day and time.

Monday, September 7 .....Labor Day  
Monday, October 12 ..... Columbus Day  
Wednesday, November 11.....Veterans' Day  
Thursday-Friday, November 26-27 ....Thanksgiving

### Registration Policy

Preregistration is required for all listed Recreation activities. Programs are filled on a first-come, first-served basis with waiting lists as necessary for each session period. An exception exists for the following programs: Ballet, Hip Hop, Tap & Jazz, and Preschool. For these programs, Carlsbad residents will have priority and additional restrictions may apply. See the corresponding program descriptions for details.

### Priority Classes

Priority Classes (**Teacher Discretion**) have been established in programs where the class levels are a continuation of the previous skills. These classes require demonstrated mastery of skills for the safety of the child and an opportunity for enhanced skill development.

Open enrollment month is in August for Dance classes that start in September.

### Deferred Payment

Priority Registration Classes may require automatic deferred payment deductions from a Credit Card or Debit Card for each ongoing session in order to remain in priority status. If you opt out of the deferred payment process you will lose priority status if you do not pre-register for each session as required.

### Open Enrollment: Dance

*Note: Individuals currently enrolled in the following classes have priority to re-register until open enrollment.*

Priority Classes	Resident	Non-Resident
Dance	August 12	August 17

### Program Changes

Class schedules, fees, instructors, policies and procedures are subject to change. If class minimums are not reached within 72 hours of the class start date, classes are subject to cancellation.

### Alternate Classes, Substitutions

For Drop-in and Mail-in registration, please use the Registration Form. In the event you are unable to register as requested, we will contact you for an alternative. If you are unable to choose an alternative, we will return your check.

### Refund Policy

**Some programs may have specialized refund policies. Please check with staff if you have questions.**

When the City cancels a fee supported Recreation program, the participant or payee shall be eligible for a full refund.

Beginning on the second class date, no refunds or credits will be given.

When a registrant requests a refund prior to the second scheduled class or by trip deadline date and paid their registration by check or cash, the refund will be granted minus a Cancellation Check Processing Fee of \$20, and the prorated fee for the first class. If Visa or MasterCard was used to pay the registration fee, the

*continued on page 54*

refund will be granted minus the prorated fee for the first class.

If the registrant prefers to have a credit to avoid the Cancellation Check Processing Fee, a credit will be issued regardless of method of payment. The credit is good for 12 months from date of issue, and may be used for any Parks and Recreation department program. After 12 months, any unused credits will be written off. Once a credit is issued, it cannot be exchanged for a refund. Consider donating your refund to the Opportunity Grants program. Contact any community center to find out how.

If a registrant fails to attend a program after it begins, the registrant is not entitled to a refund.

There are NO CASH REFUNDS. All refunds will be mailed approximately two to three (2-3) weeks after a request for refund is received.

## Waitlist Policy

If an opening occurs in a class we will offer the class to the first Carlsbad resident on the waitlist. We will call and leave a message that an opening is available. You will have 24 hours to respond to our call and then we will call the next person on the list. Priority will be given to Carlsbad residents. Once the class is less than one week from starting, we will call down the waitlist and the first person to respond will be able to enroll in the class. We appreciate your patience and understanding with this process.

## Returned Checks

A \$35 service fee will be charged for all checks returned for insufficient funds.

## Proof of Residency

Carlsbad residents must show proof of residency with one of the following:

1. Property tax papers (original or photocopy with registrant's or participant's name). Note: A business OWNER who can show both proof of ownership and property tax payment will qualify, or proof of homeowner's tax exemption, but not employees of the business.
2. Utility/telephone bill (showing participant's/registrant's address)
3. Rental receipt/lease
4. Imprinted address on check (not acceptable if handwritten or with P.O. Box)

**AND** a photo I.D.

Please include a copy of document used for proof of residency. Once you have shown proof of residency at one of the Community Centers, you can set up your on-line ClientID and Family PIN over the phone or in person.

## Non-Discrimination Policy

Carlsbad's Nondiscrimination Policy allows access for all residents wishing to participate. The City of Carlsbad and the Parks and Recreation Department prohibit discrimination on any basis protected under state or federal law in the administration of, or providing access to its programs or activities.

Citizens with a hearing impairment can utilize the services of California Relay Services for the hearing impaired (C.R.S.). C.R.S. personnel can be reached to relay your recreation inquiries to us in the Parks and Recreation Department by dialing (800) 735-0193.

The City of Carlsbad Parks and Recreation Department strives to provide quality programming for ALL individuals regardless of abilities by offering recreation events and programs that value diversity and promote an atmosphere that services the well-being of all who participate. The Parks and Recreation Department is committed to promoting acceptance, understanding and building positive relationships while creating community through people, parks and programs.

## "Pay it Forward" to Opportunity Grants

When making a change in a class or camp registration, consider a donation to the Opportunity Grants Program. Opportunity Grants provides assistance to children of very low-income families to participate in Recreation classes, camps and programs. Your donation may bring joy and healthy activities to a child who might not otherwise be able to afford to participate. For more information on how to donate to the Opportunity Grants program, contact any community center.

## Child Safety

For your child's safety, please make sure class is in session and the instructor is present before leaving your child. Parents or guardians are responsible for picking up their children at the end of class.